

The contemporary human condition in the horizon of Józef Tischner's philosophy of drama. Digital technologization of the Service Work environment and the value of dialogue.

This dissertation explores the contemporary human condition through the lens of Józef Tischner's philosophy of drama, with particular attention to the impact of digital technologization on service work and the value of dialogue. The author argues that Tischner's thought, rooted in the experiences of totalitarianism and the challenges of modernity, offers a unique perspective on the significance of interpersonal encounters, dialogue, and human dignity—especially in the context of rapidly changing work environments.

The work consists of six chapters, beginning with an analysis of the crisis of the human condition in the face of social and economic transformation, especially the erosion of the Christian worldview and the rise of new forms of alienation. The following chapters develop Tischner's philosophy of drama as a philosophy centred on human encounters and the dialogical nature of existence, showing how work—particularly service work—serves as a dramatic stage for meeting the Other and for realizing core human values.

The dissertation highlights how digitalization and automation in service work—such as the use of artificial intelligence and service robots—risk undermining the dialogical and relational character of human labour, leading to potential dehumanization and the loss of meaning in work. At the same time, it argues for the necessity of maintaining a humanistic approach, where technology serves to enhance, not replace, genuine human encounters.

The study concludes that service work, when rooted in dialogue and focused on the enrichment of the person, represents a crucial domain for sustaining human dignity and community in the digital age. Drawing on Tischner's insights, the author advocates for a re-evaluation of the purpose of work and the role of technology, emphasizing the importance of dialogue and ethical responsibility in shaping the future of human labour.